

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-12	No.: RD643001a
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RTB Reissue

The firmware tables have changed or added.

Subject: How to install the Fax Option Type C5502		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

D643

Replace the descriptions of Installation procedure of Remote Fax Installation with the following.

P.35-p.38

Fax Connection Unit Type B (Remote Fax)

Installation Procedure

This unit allows a machine without the Fax unit installed (“Client-side Machine”) to send and receive faxes via a machine with the Fax unit installed (“Remote Machine”).

Requirements:

- Both the Client-side Machine and Remote Machine must have this unit, the Printer unit, and Scanner unit installed.
- Up to six machines can be registered as the Client-side Machines.
- Machines that have the Fax unit installed **cannot** be used as the Client-side Machine.
- Only one machine can be registered as the Remote Machine.
- Firmware for this unit: “**aics**” (software number: **D1445546**)
- Remote Fax transmissions are possible on a G3 line.
- The remote fax function does not support User Code Authentication. Disable the User Code Authentication on the Remote machine.
- Use this function to check the contents of a file that is stored in memory and not yet sent. Also, use this function to cancel a transmission from the Client-side Machine.

CAUTION:

Before installing this option:

- Upgrade the machine firmware to the following versions or newer.

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At-C3

Firmware	S/N	Suffix	Version
System/Copy	D1425562	H	2.00.3
Network Support	D1425563	E	11.77.2
Fax	D1425569	E	03.02.00
RemoteFax	D1425564	E	03.00.00
Websupport	D1425565	E	1.11
WebUapl	D1425566	E	1.04
Network DocBox	D1425567	E	2.01
Scanner	D1425570	E	01.11
Printer	D1425572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1425560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Ap-C3

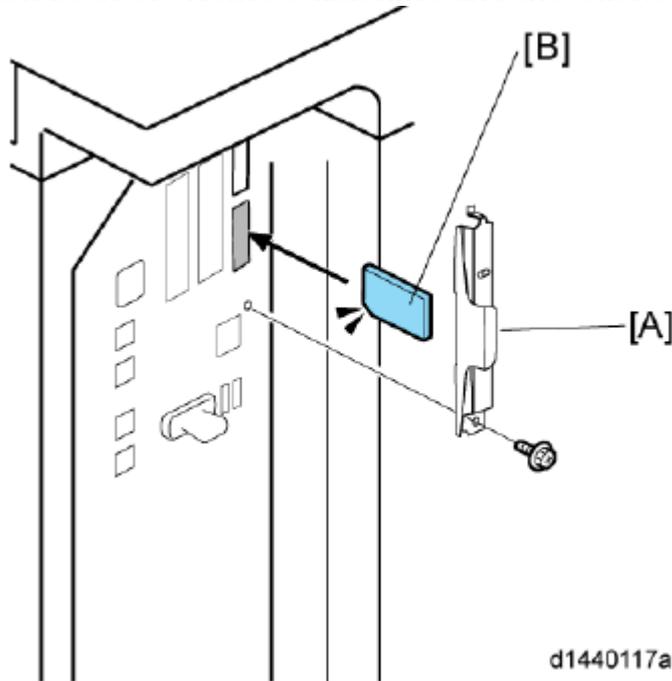
Firmware	S/N	Suffix	Version
System/Copy	D1445562	H	2.00.3
Network Support	D1445563	E	11.77.2
Fax	D1445569	E	03.02.00
RemoteFax	D1445564	E	03.00.00
Websupport	D1445565	E	1.11
WebUapl	D1445566	E	1.04
Network DocBox	D1445567	E	2.01
Scanner	D1445570	E	01.11
Printer	D1445572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1445560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

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1. Installing the application

On both the Remote Machine and the Client-side Machines:



1. Remove the SD-card slot cover [A] from the SD card slots (screw x 1)
2. Insert the SD card (Fax Connection Unit Type B) in SD slot 2 (lower) with its label face [B] towards the front of the machine. Then push it slowly into SD slot 2 (lower) until you hear a click.
3. Plug in, and then turn on the machine.
4. Move the Fax Connection Unit Type B application from the SD card in SD slot 2 (lower) to the SD card in SD slot 1 (upper) with SP5-873-001.
5. Turn off the machine.
6. Remove the SD card from SD slot 2 (lower), and then keep it in a safe place (see “SD Card Appli Move” in the manual for the main frame).
7. Attach the SD-card slot cover, and then turn on the machine (screw x 1)
8. Make sure that the machine can recognize the option (see ‘Check All Connections’ in the controller option section of the manual for the main frame)

2. Registering the Remote Machine

Note:

- Only one machine can be registered as the Remote Machine.

On the Client-side Machine(s):

1. Press the [User Tools/Counter] key on the operation panel
2. Press [Administrator Tools].
3. Press [Program/Delete Device Certificate].

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4. Enter the IP address or host name of the Remote Machine and press [Set] to set.
5. Press [Exit] to exit from the set-up procedure.

3. Registering the Client-side Machine(s)

Note:

- Up to six machines can be registered as the Client-side Machines.

On the Remote Machine:

1. Press the [User Tools/Counter] key on the operation panel
2. Press [Administrator Tools].
3. Press [Program/Delete Device Certificate].
4. Enter the IP address or host name of the Client-side Machines and press [Set] to set.

4. Configuring the Remote Reception Settings

Do the following procedure to enable the Client-side Machine(s) to receive faxes via the Remote Machine. You can forward or route received documents per line or special sender or box.

Note:

- By performing procedures #1-3 above, the Client-side Machines can **send** faxes via the Remote Machine. The procedures shown below are necessary to enable the Client-side Machines to **receive** faxes.

On the Remote Machine:**1) If you use "Remote Reception Setting per Line"**

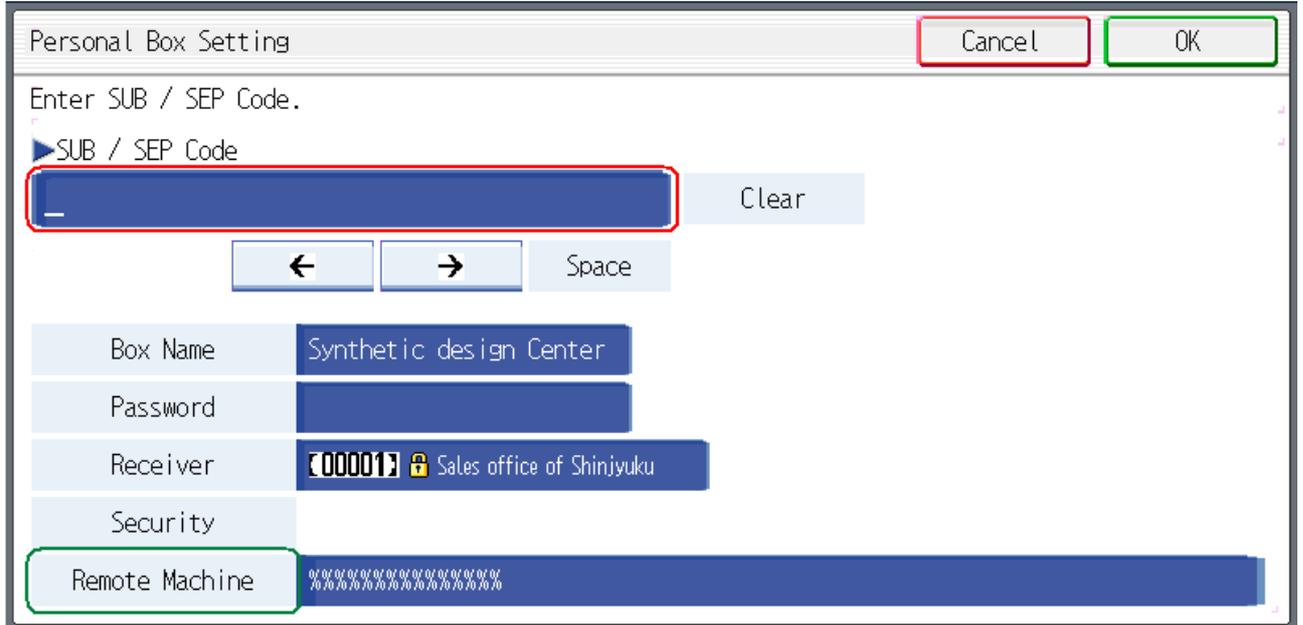
1. Press [Facsimile Features].
2. Press [Remote Reception Setting per Line] in [Reception Settings].
3. Enter an IP address or a host name of the client-side machine to connect.
4. Press [Set], and [Exit] to exit from the setting.

2) If you use "Remote Reception per Sender"

1. Press [Facsimile Features].
2. Press [Program Special Sender] in [Reception Settings].
3. Select the Special Sender.

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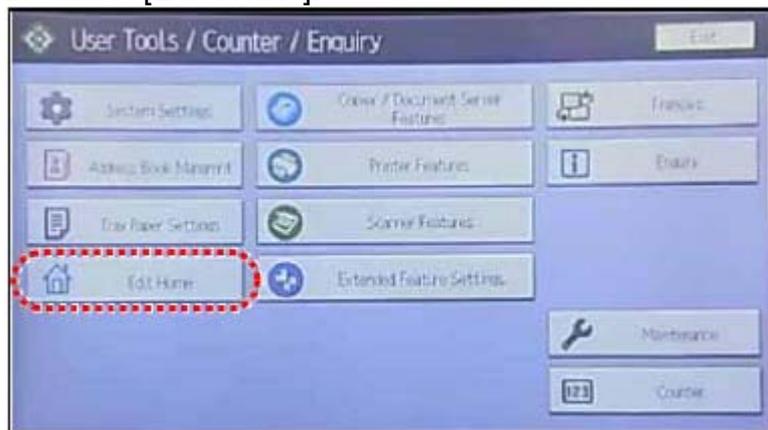
7. Enter an IP address or a host name of the client-side machine to connect.
8. Press [OK] to exit from the set-up procedure.

5. Remote Fax Icon Addition

This procedure allows the remote fax icon to appear on the home screen of the operation panel.

On both the Remote Machine and the Client-side Machines:

1. Press [User Tools].
2. Press [Edit Home].

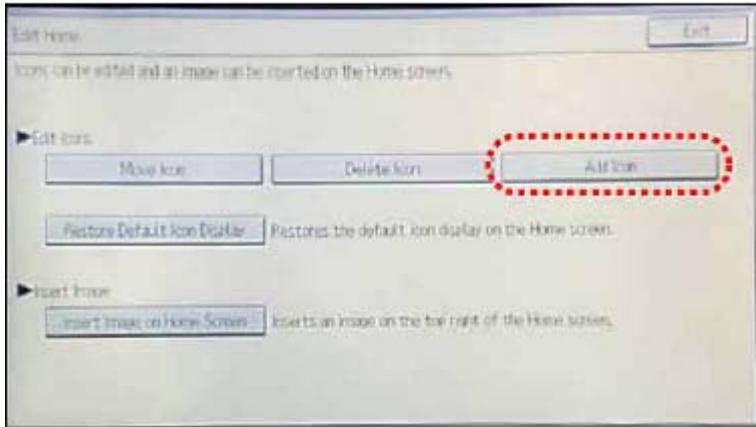


d1440144

3. Press [Add Icon].

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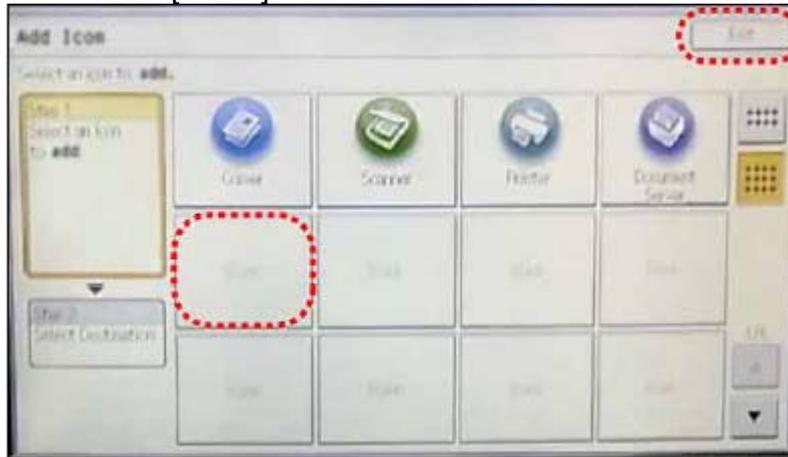
d1440145

4. Press [Remote Fax].



d1440146a

5. Press a [Blank] to set a location for the remote fax icon.



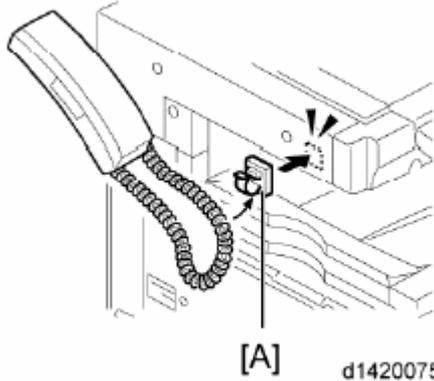
d1440147

6. Press [Exit] to exit from the set-up procedure.

Model: At/Ap-C3 Fax Option Type C5502		Date: 07-May-12	No.: RD643002
Subject: FSM fax manual correction		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB is to inform a service manual correction for Fax Option Type C5502.
The areas in **bold** were corrected.

Service Manual Correction:

Page	Contents
p.32	<p>Delete: The following procedure is unnecessary. For the copier with a finisher</p> <hr style="border: 1px solid blue;"/>  <p style="text-align: center;">[A] d1420075</p> <ol style="list-style-type: none"> 1. Do the handset installation procedure "for the 2. Attach the clamp [A] to the scanner left cover 3. Clamp the handset cord with clamp [A].

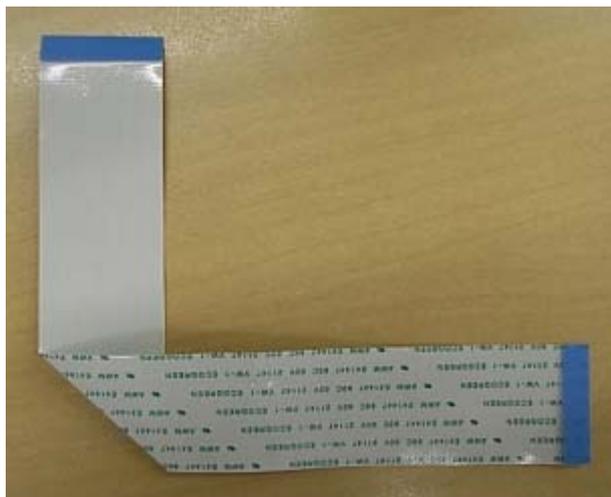
Model: At/Ap-C3 FAX Option Type C5502		Date: 11-Jul-12	No.: RD643003
Subject: Parts information (FCU)		Prepared by: S. Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D6435181	D6435296	PCB:FAX CONTROL UNIT:TWN:SERVICE PARTS:ASS'Y	1	O/O	3	10	For TWN model
D6435182	D6435292	PCB:FAX CONTROL UNIT:NA:SERVICE PARTS:ASS'Y					For NA model
D6435184	D6435294	PCB:FAX CONTROL UNIT:EU:SERVICE PARTS:ASS'Y					For EU/AA/CHN models

Change: The following FFC was added to the FCU.

Reason: This FFC is used to transfer user data from an old FCU to a new FCU when the FCU is replaced.

FFC:



Model: AT/AP-C3 Fax Connection Unit Type B		Date:10-Dec-12	No.: RD643004
Subject: Installation Procedure for Fax Connection Unit Type B		Prepared by: Shohta Hayami	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

D645

Fax Connection Unit Type B (Remote Fax)

Installation Procedure

This unit allows a machine without the fax unit installed (“Client-side Machine”) to send and receive faxes via a machine with the fax unit installed (“Remote Machine”).

Requirements:

- Up to six machines can be registered as the Client-side Machines.
- Machines that have the fax unit installed **cannot** be used as the Client-side Machine.
- Only one machine can be registered as the Remote Machine.
- Firmware for this unit: “**aics**” (software number: D1445546)
- Remote Fax transmissions are possible on a G3 line.
- The remote fax function does not support User Code Authentication. Disable the User Code Authentication on the Remote machine.
- Use this function to check the contents of a file that is stored in memory and not yet sent. Also, use this function to cancel a transmission from the Client-side Machine.

Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
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CAUTION:

Before installing this option:

- Upgrade the machine firmware to the following versions or newer.

Firmware for AP-C3

Firmware name	P/N	Suffix	Version
System/Copy	D1445562	H	2.00.3
Network Support	D1445563	E	11.77.2
Fax	D1445569	E	03.02.00
RemoteFax	D1445564	E	03.00.00
Websupport	D1445565	E	1.11
WebUapl	D1445566	E	1.04
Network DocBox	D1445567	E	2.01
Scanner	D1445570	E	01.11
Printer	D1445572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1445560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

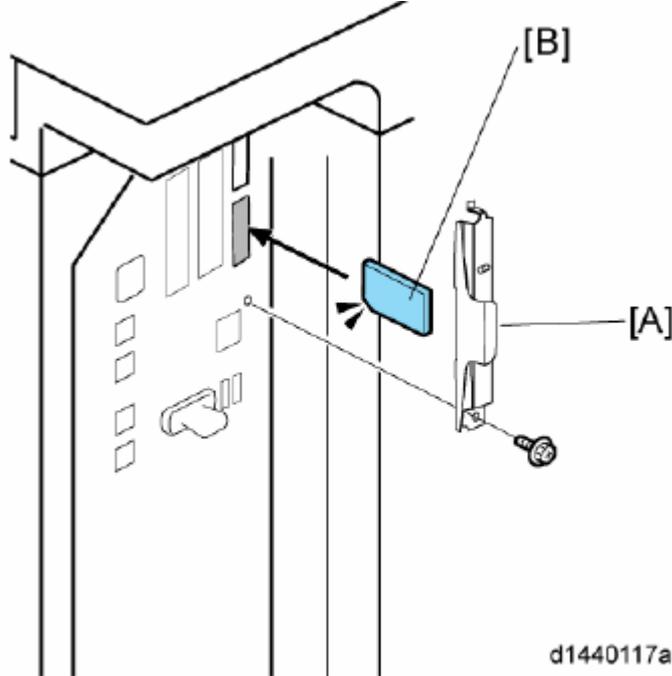
Firmware for AT-C3

Firmware name	P/N	Suffix	Version
System/Copy	D1425562	H	2.00.3
Network Support	D1425563	E	11.77.2
Fax	D1425569	E	03.02.00
RemoteFax	D1425564	E	03.00.00
Websupport	D1425565	E	1.11
WebUapl	D1425566	E	1.04
Network DocBox	D1425567	E	2.01
Scanner	D1425570	E	01.11
Printer	D1425572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1425560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
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1. Installing the application

On both the Remote Machine and the Client-side Machines:



1. Remove the SD-card slot cover [A] from the SD card slots (Screw x 1)
2. Insert the SD card (Fax Connection Unit Type B) in SD slot 2 (lower) with its label face [B] towards the front of the machine. Then push it slowly into SD slot 2 (lower) until you hear a click.
3. Plug in, and then turn on the machine.
4. Move the Fax Connection Unit Type B application from the SD card in SD slot 2 (lower) to the SD card in SD slot 1 (upper) with SP5-873-001.
5. Turn off the machine.
6. Remove the SD card from SD slot 2 (lower), and then keep it in a safe place (see “SD Card Appli Move” in the manual for the main frame).
7. Attach the SD-card slot cover, and then turn on the machine (x 1)
8. Make sure that the machine can recognize the option (See ‘Self-Diagnosis Report’ and check whether aics (D1445546) is listed in [Loading Program].)

2. Registering the Remote Machine

Note:

- Only one machine can be registered as the Remote Machine.

On the Client-side Machine(s):

1. Press the [User Tools/Counter] key on the operation panel
2. Press [System Settings] to select.
3. Press [Administrator Tools] to select.
4. Press [Program/Change/Delete Remote Machine] to select.
5. Enter the IP address or host name of the Remote Machine.

Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
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6. Press [Set] to set after "connection test".
7. Press [Exit] to exit from the set-up procedure.

3. Registering the Client-side Machine(s)

Note:

- Up to six machines can be registered as the Client-side Machines.

On the Remote Machine:

1. Press the [User Tools/Counter] key on the operation panel
2. Press [System Settings] to select.
3. Press [Administrator Tools] to select.
4. Press [Program//Change/Delete Remote Machine] to select.
5. Enter the IP address or host name of the Client-side Machines.
6. Press [Set] to set after "connection test".

4. Configuring the Remote Reception Settings

Do the following procedure to enable the Client-side Machine(s) to receive faxes via the Remote Machine. You can forward or route received documents per line or special sender.

Note:

- By performing procedures #1-3 above, the Client-side Machines can **send** faxes via the Remote Machine. The procedures shown below are necessary to enable the Client-side Machines to **receive** faxes.

On the Remote Machine:

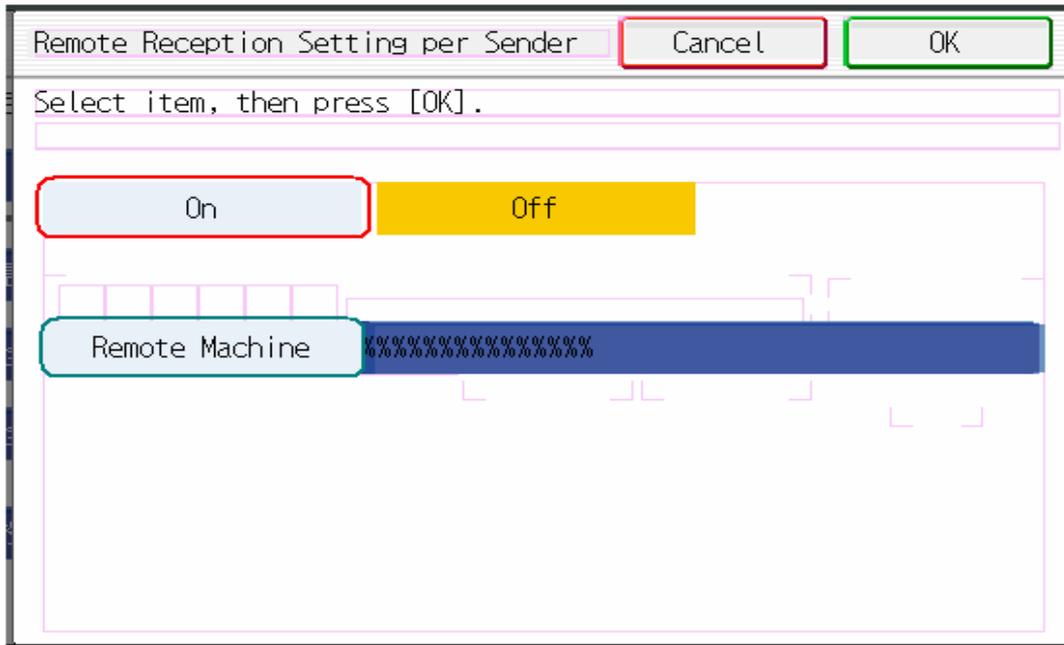
1) If you use "Remote Reception Setting per Line"

1. Press [Facsimile Features] to select.
2. Press [Remote Reception Setting per Line] in [Reception Settings] to select.
3. Enter an IP address or a host name of the client-side machine to connect.
4. Press [Set], and [Exit] to exit from the setting.

2) If you use "Remote Reception per Sender"

1. Press [Facsimile Features] to select.
2. Press [Program Special Sender] in [Reception Settings] to select.
3. Select the Special Sender.

Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
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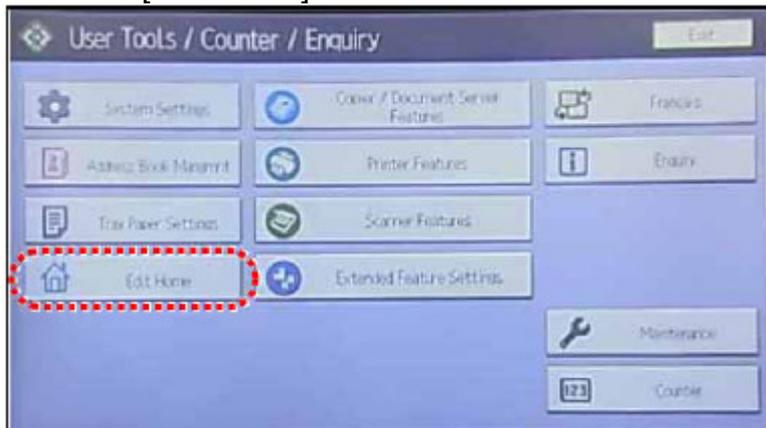
- 6. Enter an IP address or a host name of the client-side machine to connect.
- 7. Press [OK] to exit from the setting.

5. Remote Fax Icon Addition for Remote Machine

This procedure allows the remote fax icon to appear on the home screen of the operation panel.

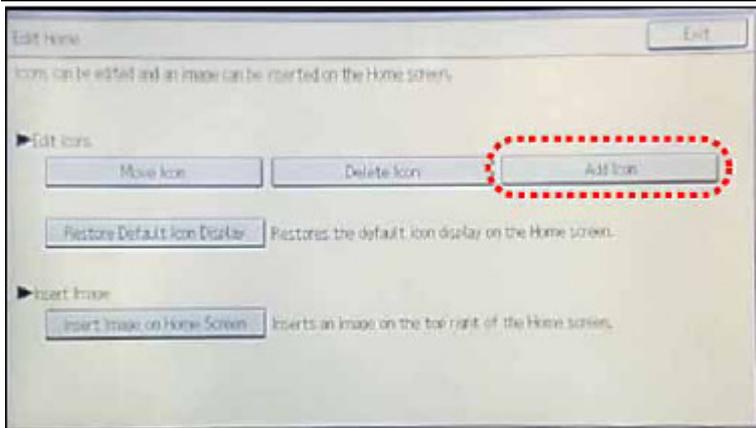
On both the Remote Machine and the Client-side Machines:

- 1. Press [User Tools].
- 2. Press [Edit Home].



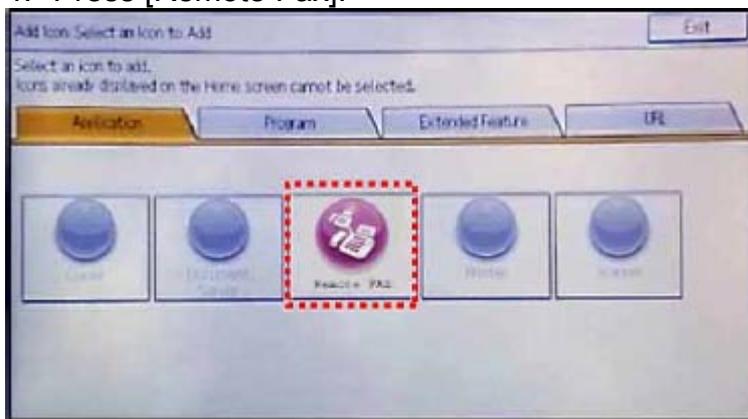
d1440144

- 3. Press [Add Icon].



d1440145

4. Press [Remote Fax].



d1440146a

5. Press a [Blank] to set a location for the remote fax icon.



d1440147

6. Press [Exit] to exit from the set-up procedure.

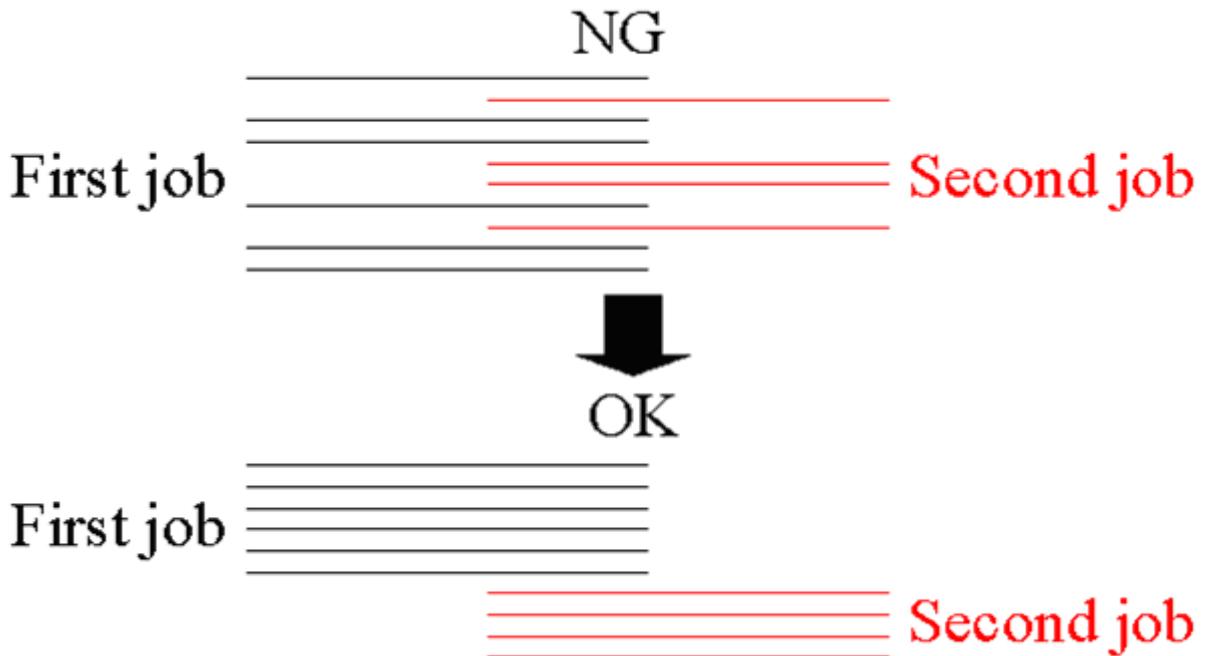
Model: AP/AT-C3 FAX Option Type C5502	Date: 23-Aug-12	No.: RD643005
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Subject: Receiving fax lines alternate with multi fax line machine		Prepared by: Koji Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

IMPORTANT: For machines that use two or more fax lines, make a forced visit as soon as possible, or apply the Solution at machine installation.

SYMPTOM

Two separate faxes are printed out in alternation if one is received (via one line) while the other is already start to print out (having been received via another line).



CAUSE

FCU firmware bug

SOLUTION

Update the FCU firmware (D6435570) to **ver 07.00.00**